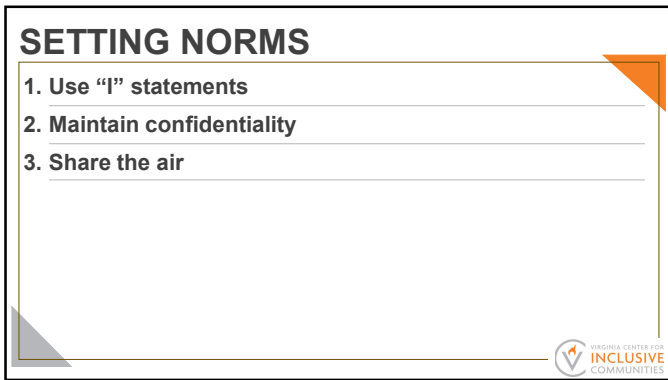
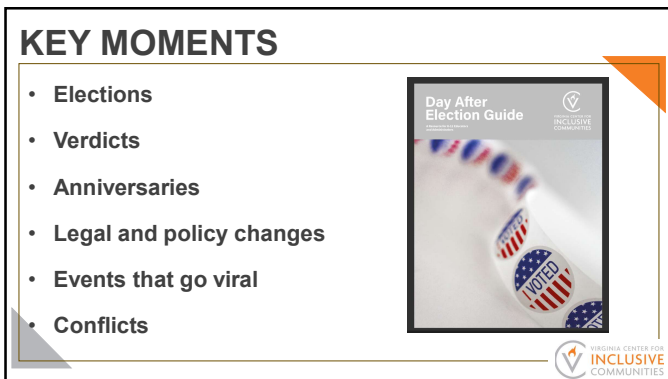




1



2



3

MISSION AND VALUES DURING KEY MOMENTS

- Why respond to key moments?
- Why not?



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KEY MOMENTS

**A crisis is the
worst time
to try to build trust**



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EXISTING INFRASTRUCTURE

- Staff Values
- Roles / departments
- Councils and Resource Groups
- Past communication practices (internal and external)
- Past professional development
- Trained facilitators



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EXISTING INFRASTRUCTURE CATERGORIES

- Communication/messaging
- Learning and development
- Employee needs
- Supervisor needs



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DISCUSSIONS

When considering key moments, what should organizations explore related to:

Communication/messaging
Learning and development
Employee needs
Supervisor needs



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“LASER” APPROACH

- L - Listen to the feelings of all people at Langley
- A - Acknowledge the difficulty
- S - Share information about what happened and the process for dealing with it
- E - Empower people with resources
- R - Return to the issue instead of just dropping it

Source: Katharine Manning



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APPLICATION

- Form pairs with someone nearby.
- Choose **ONE** scenario from the worksheet that resonates with both of you.
- Apply the LASER model to analyze and respond to the scenario together.



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CLOSURE

- What barriers within your organization might hinder you from effectively processing key moments?
- What opportunities within your organization will you utilize to effectively process key moments?



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POWER SESSION EVALUATION



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